From: Flock Safety Support
To: libby.landers@flocksafety.com
Cc: Gina Rush; Scott Casey; Trevor Hutton; brendon.norton@flocksafety.com; Daniel Rios; Eligio Lara; Stephen Best; Daniel Cohen; Michael Balcorta
Subject: Re: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)
Date: Wednesday, January 3, 2024 2:40:43 PM
Attachments: image001.png

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi Corporal Best,
Adam here. I'm very sorry to hear about this miss. It appears to be too tight of an angle to capture a vehicle as long as this fully, if at all in this case. Angling the camera further to the right could presumably allow the vehicles to be in frame longer, but of course that would also alter the way the results appear for other vehicles. Happy to give it a shot if you'd like, just let me know.

We've also relayed this concern to our Chief Product Officer and will chime back in if he has any additional feedback/ideas.

Best of luck with the investigation,
Adam

---------- Original Message ----------
From: Libby Landers [libby.landers@flocksafety.com]
Sent: 1/3/2024, 4:08 PM
To: sbest@cityofsantamaria.org
Cc: grush@cityofsantamaria.org; scasey@cityofsantamaria.org; thutton@cityofsantamaria.org; brendon.norton@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; support@flocksafety.com; dcohen@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Re: Disappointment with Flock.... also possible camera adjustment Cam "030 SB Broadway (South of Carmen-Lane 2 and 3)

Hi Corporal Best,

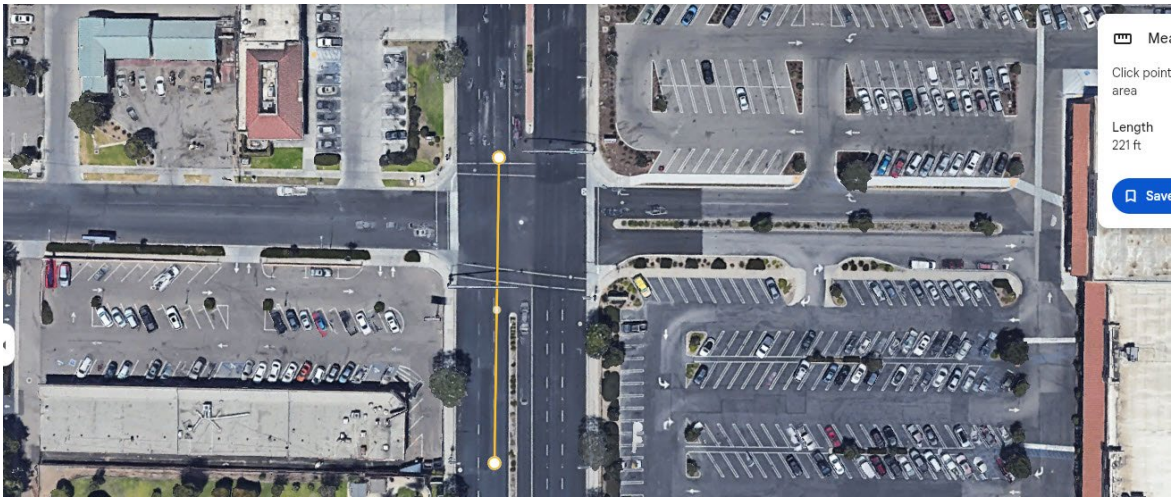
I am sorry to hear about this unfortunate incident and completely understand your disappointment and frustration. It is always extremely disappointing to us, as well, when we miss something. Let me chat with my internal teams to see what could have potentially happened and how we can strive to avoid this moving forward.

We will be in touch shortly.

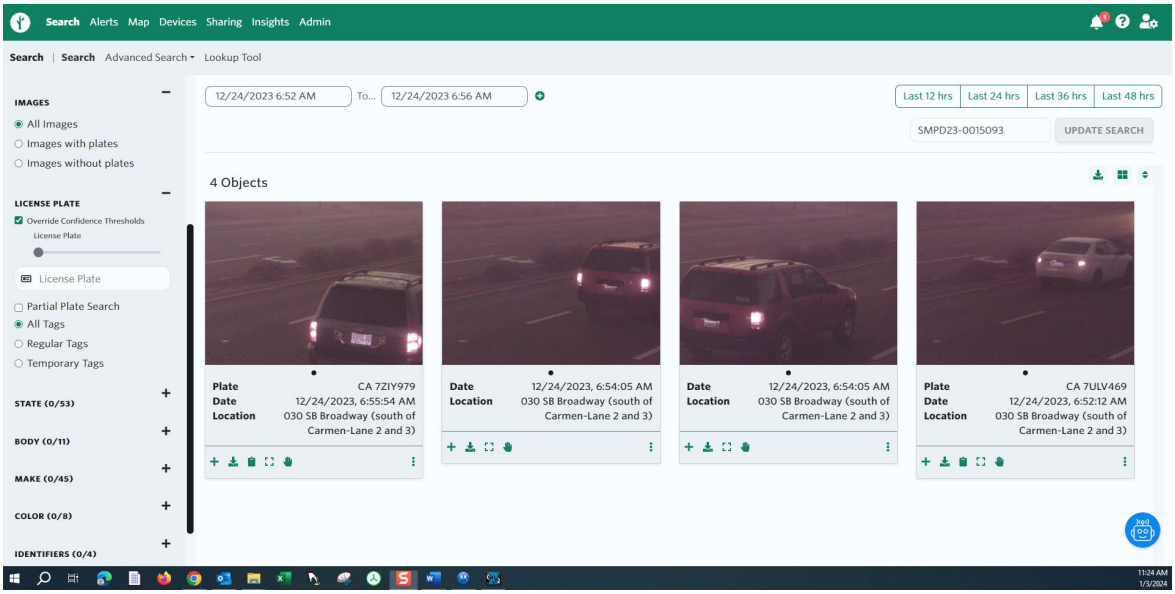
On Wed, Jan 3, 2024 at 12:45?PM Stephen Best <sbest@cityofsantamaria.org> wrote:

> Flock Safety Support,
>
> I'm writing to express disappointment with the performance of your cameras on a recent case.
>
> A semi tractor pulling a tanker trailer entered our city and stole 6,000 gallons of fuel and left without being recorded by any of our 166 Flock cameras.
>
> Video shows it traveling s/b on Broadway from the 1800 block on 12/24 at 06:54:01 Hrs.

Flock Camera “030-SB Broadway (south of Carmen-Lane 2 and 3) is less than 200 feet away and the truck definitely passes the camera as there is no place to turn prior to the camera.



A search of All Images from this camera for 0652-0656 Hrs. does not show the semi and trailer at all.



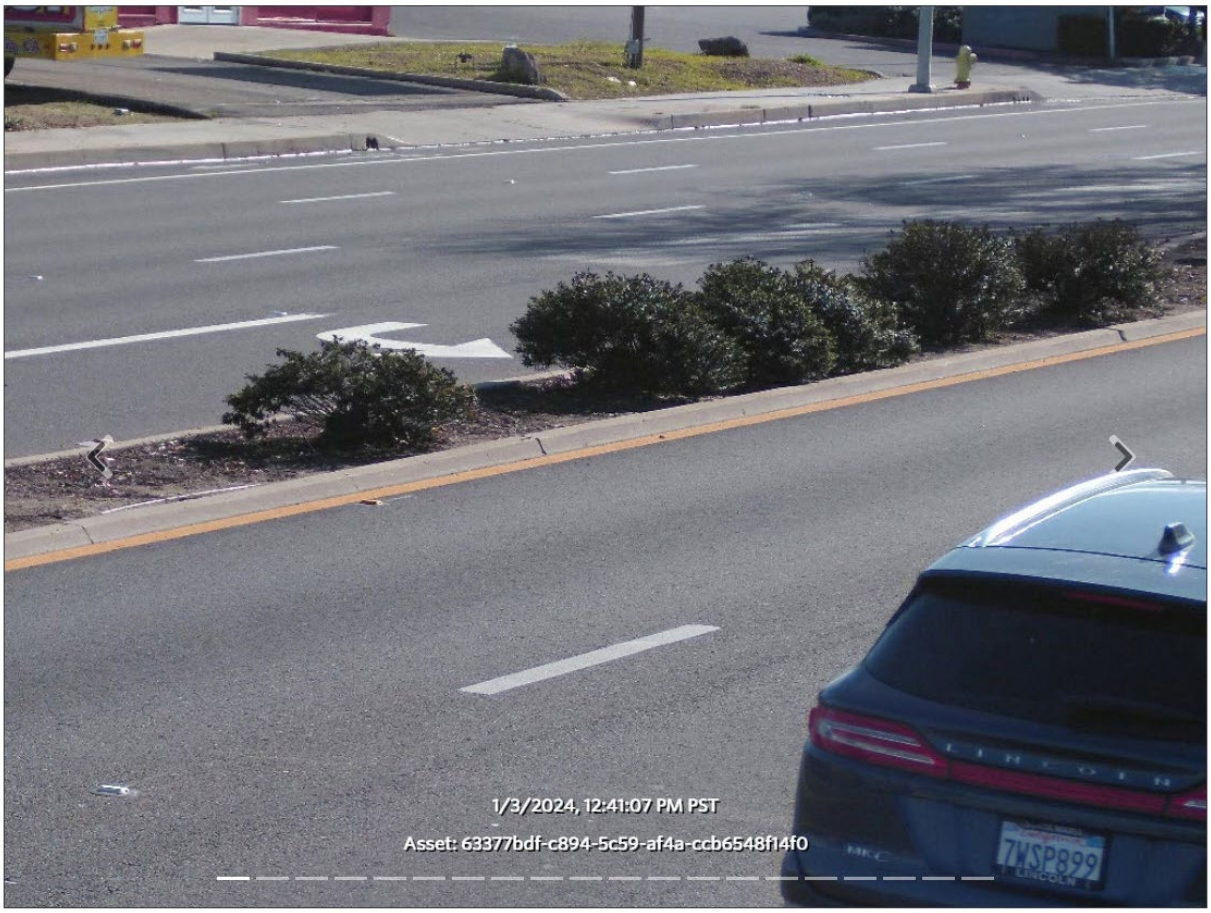
However, about 40 minutes later, the camera does get a partial photo of an un-related semi and tanker trailer but misses the plate.

I am very disappointed with the performance of Flock. This was a perfect scenario where Flock could have helped solve a crime.

As far as Adjustments. Camera “030 SB Broadway (south of Carmen-Lane 2 and 3) clearly is pointing more at Lane 1 and 2. (which I think is ok, so I may re-name the camera)

Do you think moving the angle more to the right might get better coverage of Lane 1 and 2 and possibly a bit of lane 3 and not so much of the n/b lanes?

Also, can the timing be changed on the camera so it can get multiple images of each passing vehicle and maybe get the side and rear of semi trucks?



Thank you!

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

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sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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photo

Libby Landers
Customer Success Manager

404-777-4113 flocksafety.com

Join me for a live training session!
Tuesday @ 11am PT
Wednesday @ 10am PT

App Banner Image

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thread::a5w90ToPJgSfywQsEjWx2A4::